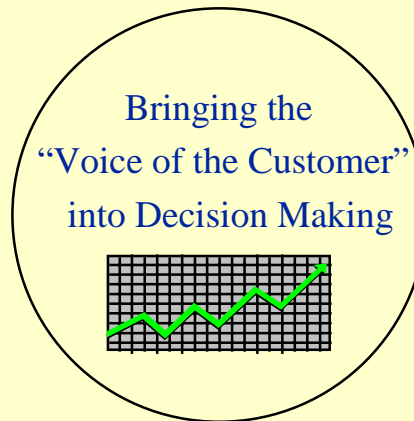


SATISFACTION WITH THE CLAIMS PROCESS: A COMPARISON OF CASE-MANAGED AND NON CASE-MANAGED CLAIMANTS

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Purpose of Study

- To compare customer satisfaction results from case-managed and non case-managed claimants
- Gauge effect of “individualized, proactive interaction with the veteran”
- To measure expected increase in case-managed claimants’ perception of accessibility, responsiveness, and reliability

Overview - Source of Data

- National C&P Customer Satisfaction results for the six original pilot stations released in January 2001, showed no significant increase in satisfaction
- Some verbatims (written comments) from veterans in these stations reflected that the case-management process had not been followed
- Hypothesis was that the *implementation* of the process was the problem, not the theory behind case-management
- Decision was made to review cases retroactively, to see how the satisfaction rating related to how the case was actually managed

Overview - Source of Data (cont.)

- Of those who completed the C&P 2000 questionnaire, 400 completed claims (EP 010, 110, or 020 only) were randomly selected from five of the six original pilot stations (excluding Portland)
- Customer satisfaction data were stripped off (to protect confidentiality) and names, file numbers, and EP numbers were sent to the case-management team for file pull and review
- Files were reviewed with a standard list of items to determine if case-management was required, and if so, if it was followed - 361 total files reviewed
- Final assessment was made by reviewer to determine how well case management protocol was followed, where 3=perfect, 2=OK, and 1=none or very poor

Sample Distribution by Pilot Station

	Number of Cases Selected		Number of Cases Reviewed	
	<u>Number</u>	<u>Percent</u>	<u>Number</u>	<u>Percent</u>
Cleveland	53	13.3	48	13.3
Little Rock	73	18.3	65	18.0
Pittsburgh	73	18.3	65	18.0
Phoenix	107	26.8	99	27.4
Salt Lake City	94	23.5	84	23.3
<i>Total</i>	400	100.0	361	100.0

Claims Which Should Have Been Case-Managed

	<u>Number</u>	<u>% of Station's Sample</u>
Cleveland	37	77.0
Little Rock	55	84.6
Pittsburgh	51	78.5
Phoenix	89	90.0
Salt Lake City	65	77.4
<i>Total</i>	297	82.3

Quality of Case-Management for Claims Which Should Have Been Case-Managed

	<u>% None or Very Poor</u>	<u>% OK</u>	<u>% Perfect</u>
<i>Total</i>	54.9	37.0	8.1

Comparison for Reminder of Presentation

- For cases which should have been case-managed:
OK or Perfect Case Management - 133 cases

vs.

No or Very Poor Case Management - 163 cases

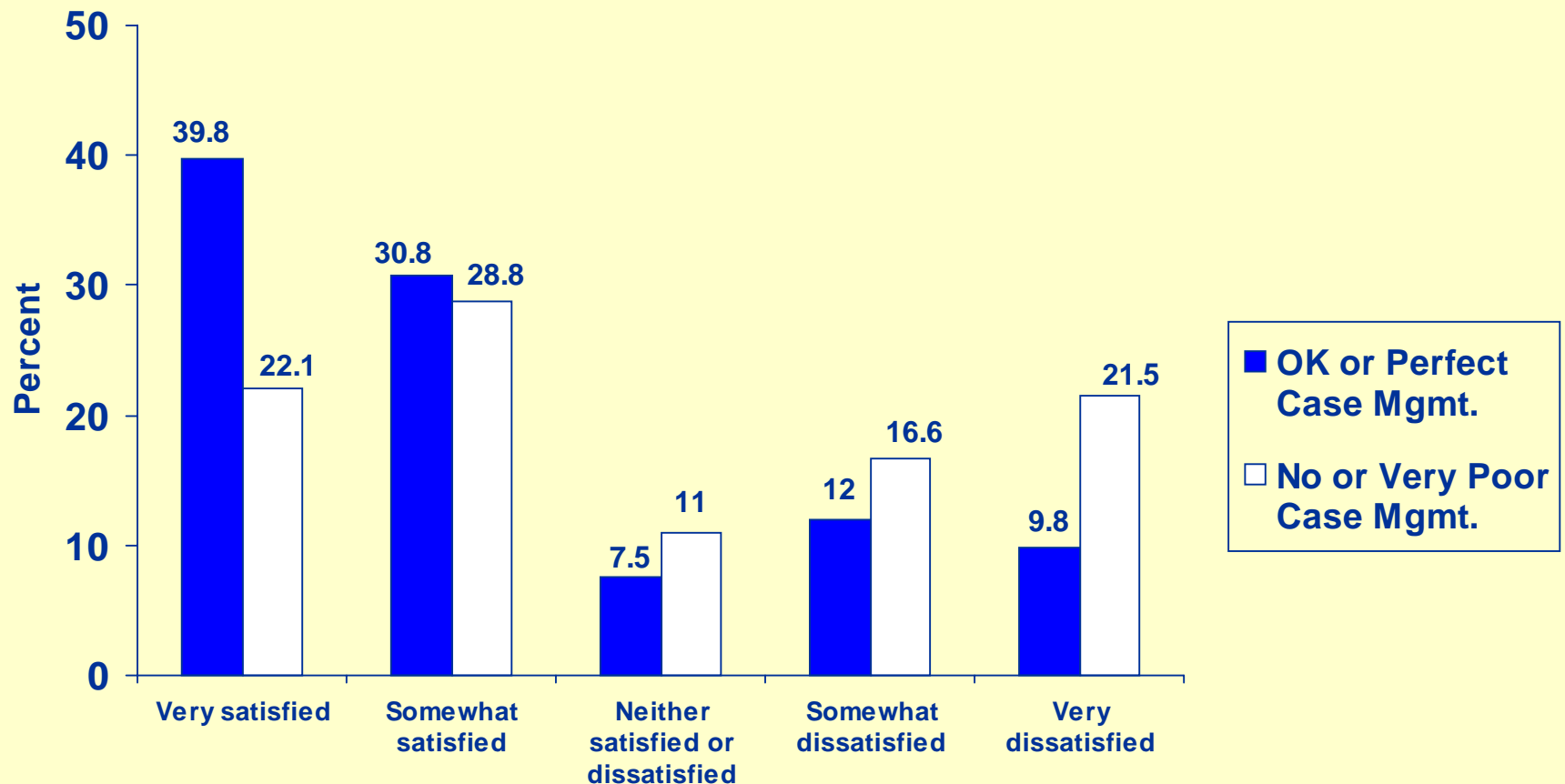
- Results based on matching results of file review with respondent's customer satisfaction scores
- All differences are statistically significant unless otherwise noted

Status of Claim

	Granted	Denied
OK or Perfect Case Mgmt.	75.4	24.6
No or Very Poor Case Mgmt.	64.4	35.6

Difference not statistically significant

Veterans' Satisfaction with Handling of Claim by Quality of Case Management

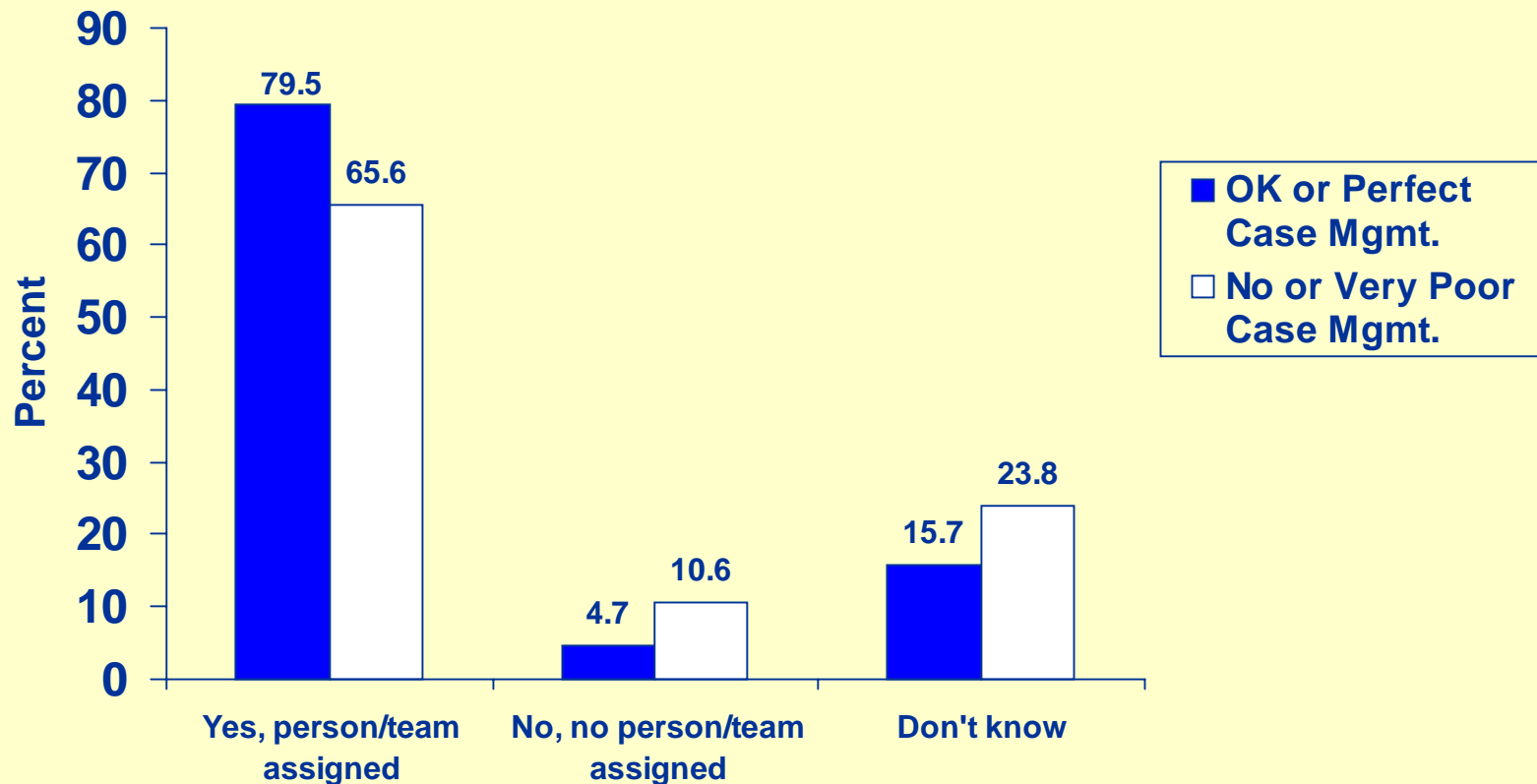


Other Areas Which Might Be Improved By Case Management

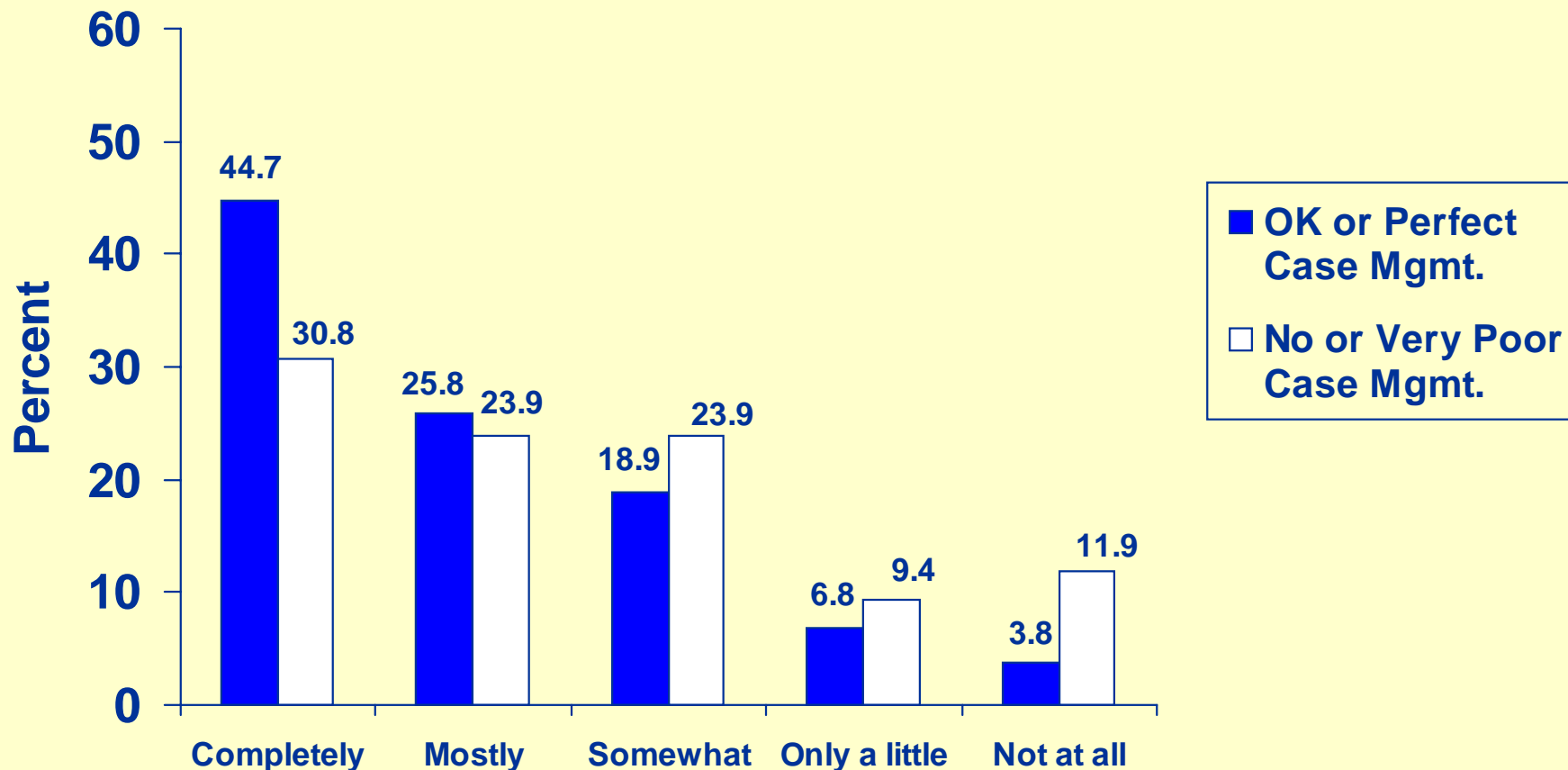
1. Communication regarding claims process, what is needed for development
2. Keeping veteran informed of status of claim
3. Improve effectiveness of phone contact with VA
4. Shaping expectations of timeliness
5. Overall impressions of the process
6. Fairness, satisfaction with decision
7. Outcomes such as timeliness and appeals

Communication Regarding Claims Process, Development Issues

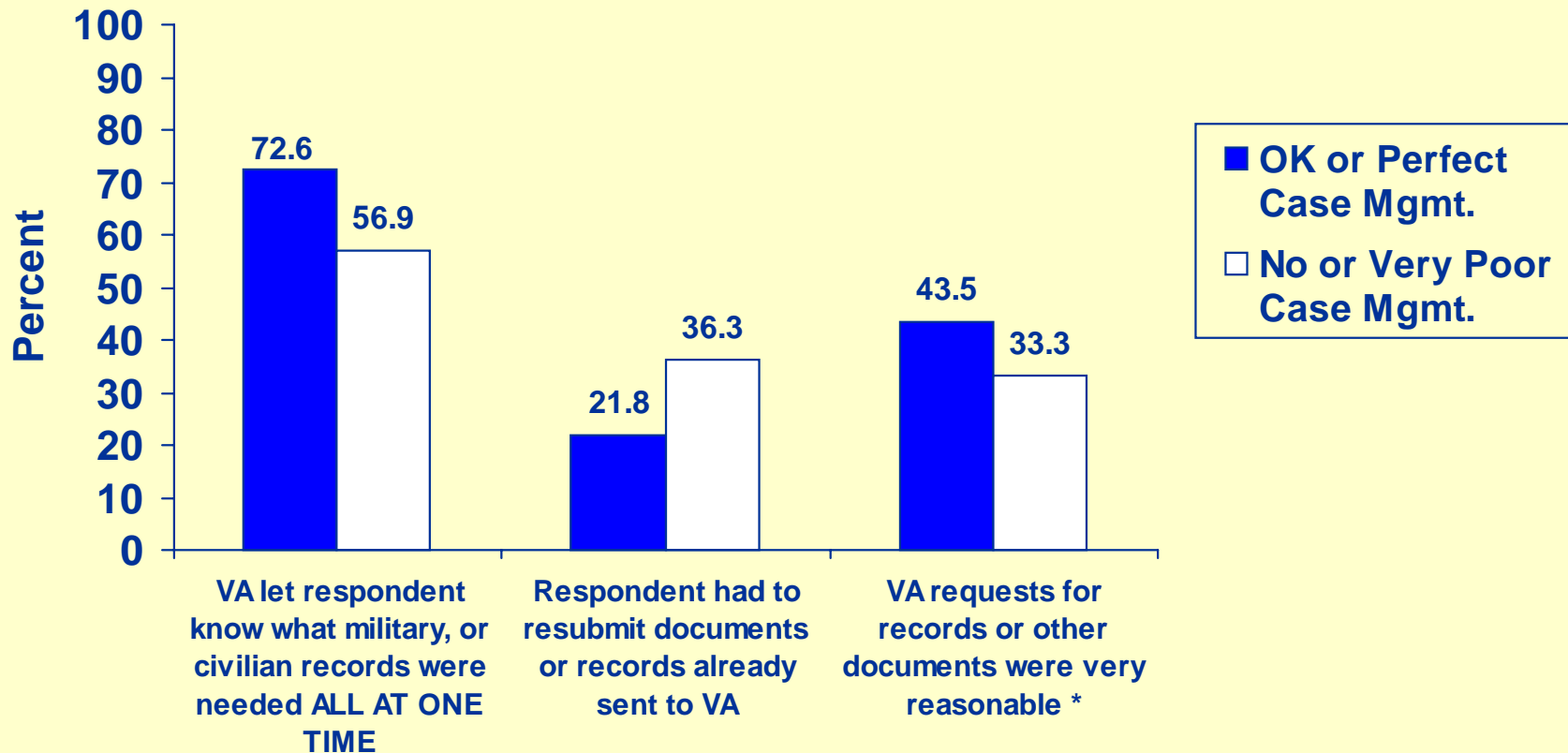
Percent of Respondents Who Thought a Person/Team Was Assigned by Quality of Case Management



How Well VA Explained the Steps Necessary to Process a Claim by Quality of Case Management



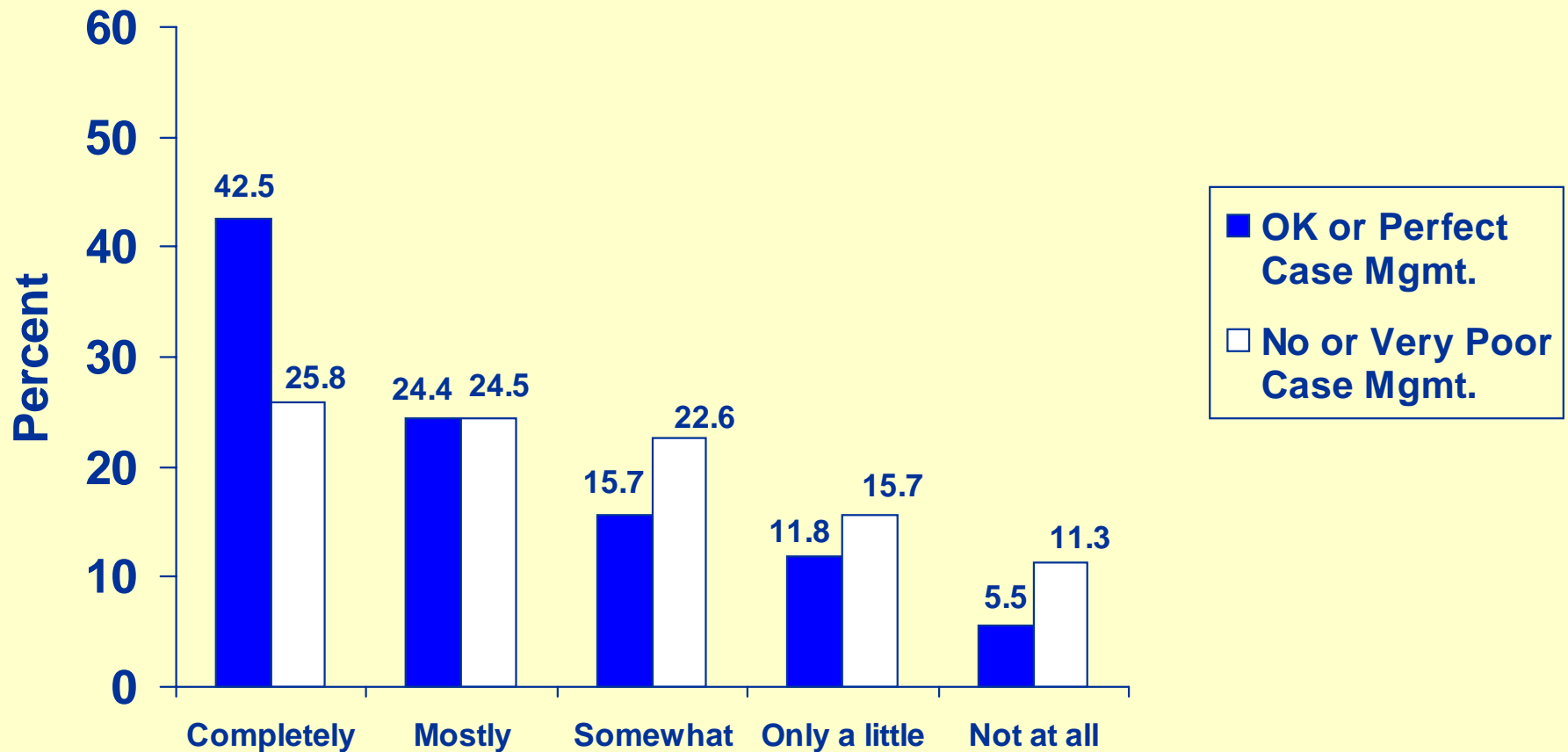
Selected Development Issues by Quality of Case Management



* Difference not statistically significant

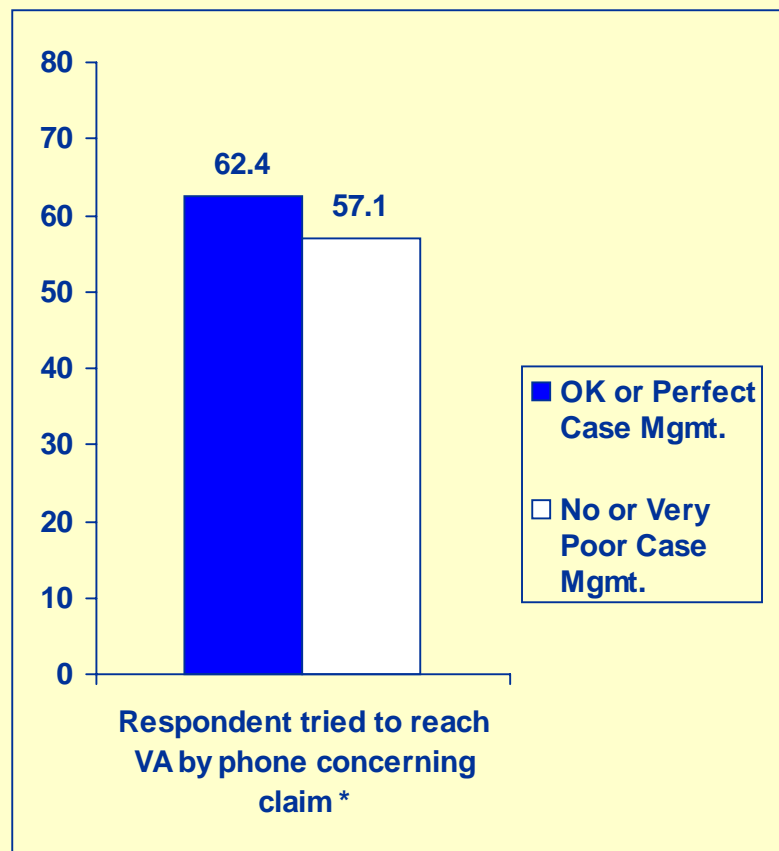
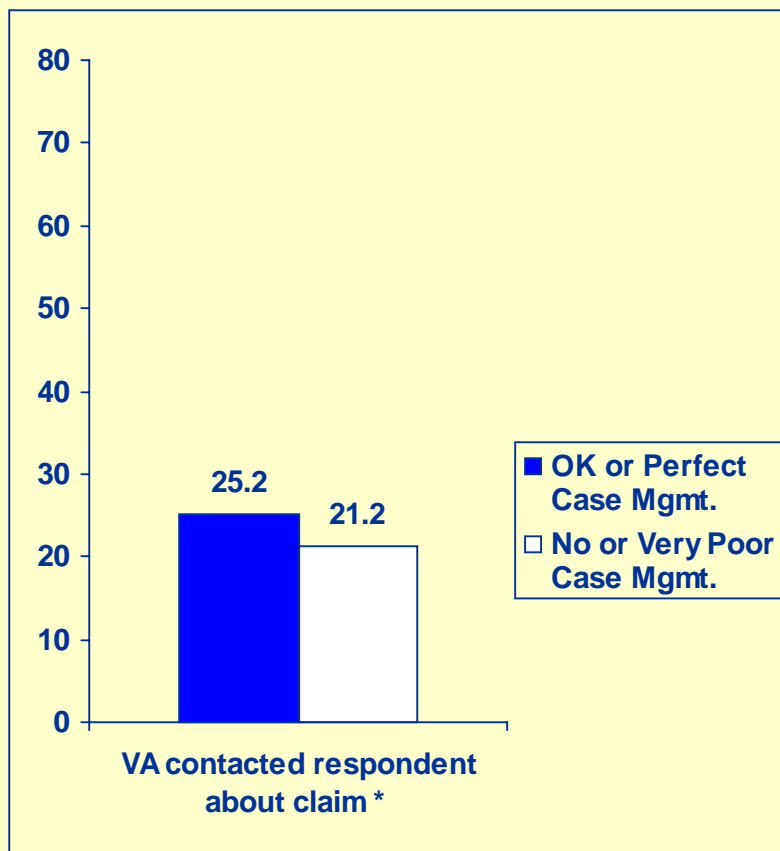
Status of Claim Information

How Well VA Kept Respondent Informed of the Status of the Claim by Quality of Case Management



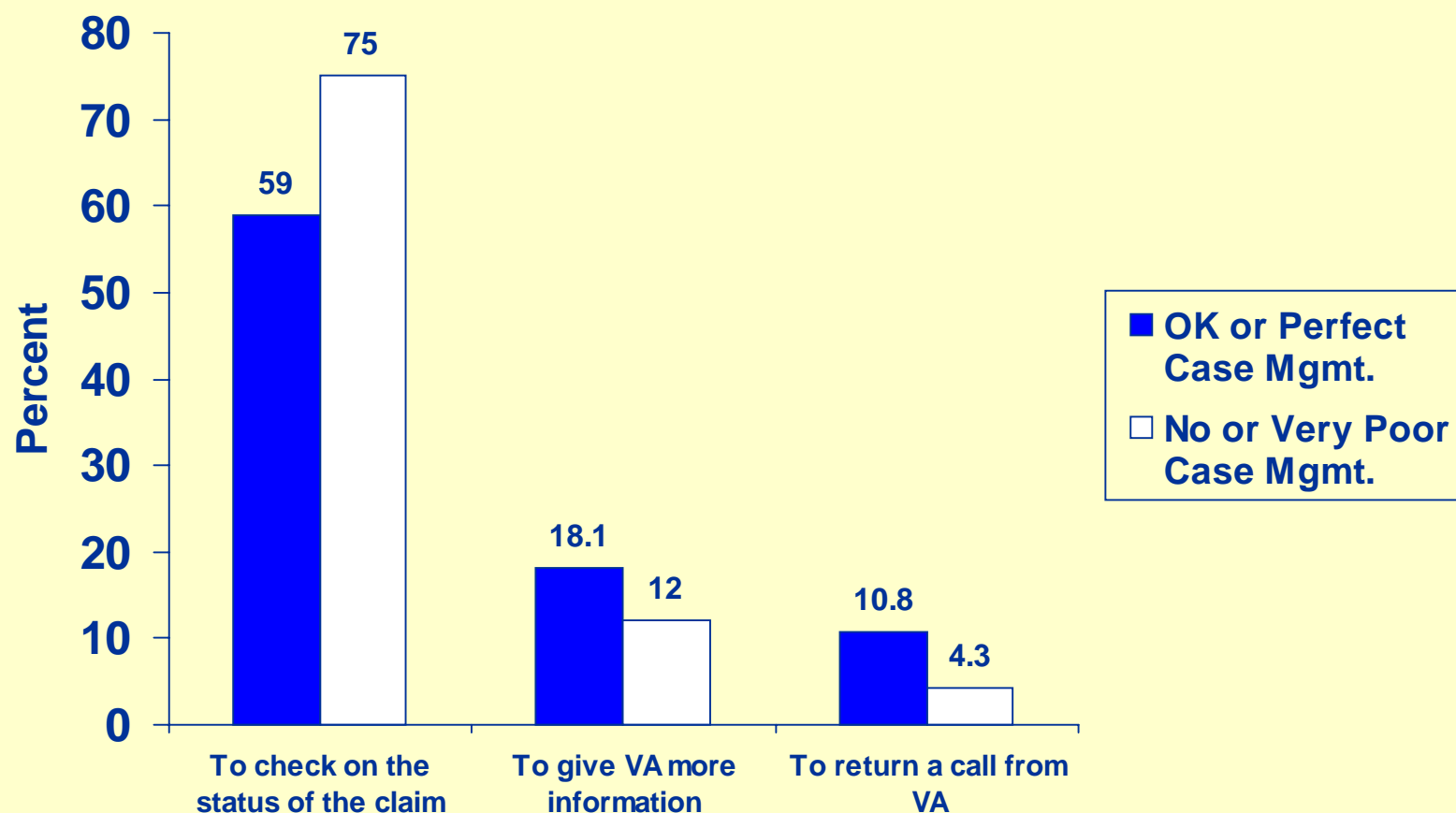
Effectiveness of Phone Contact with VA

Phone Contact by Quality of Case Management



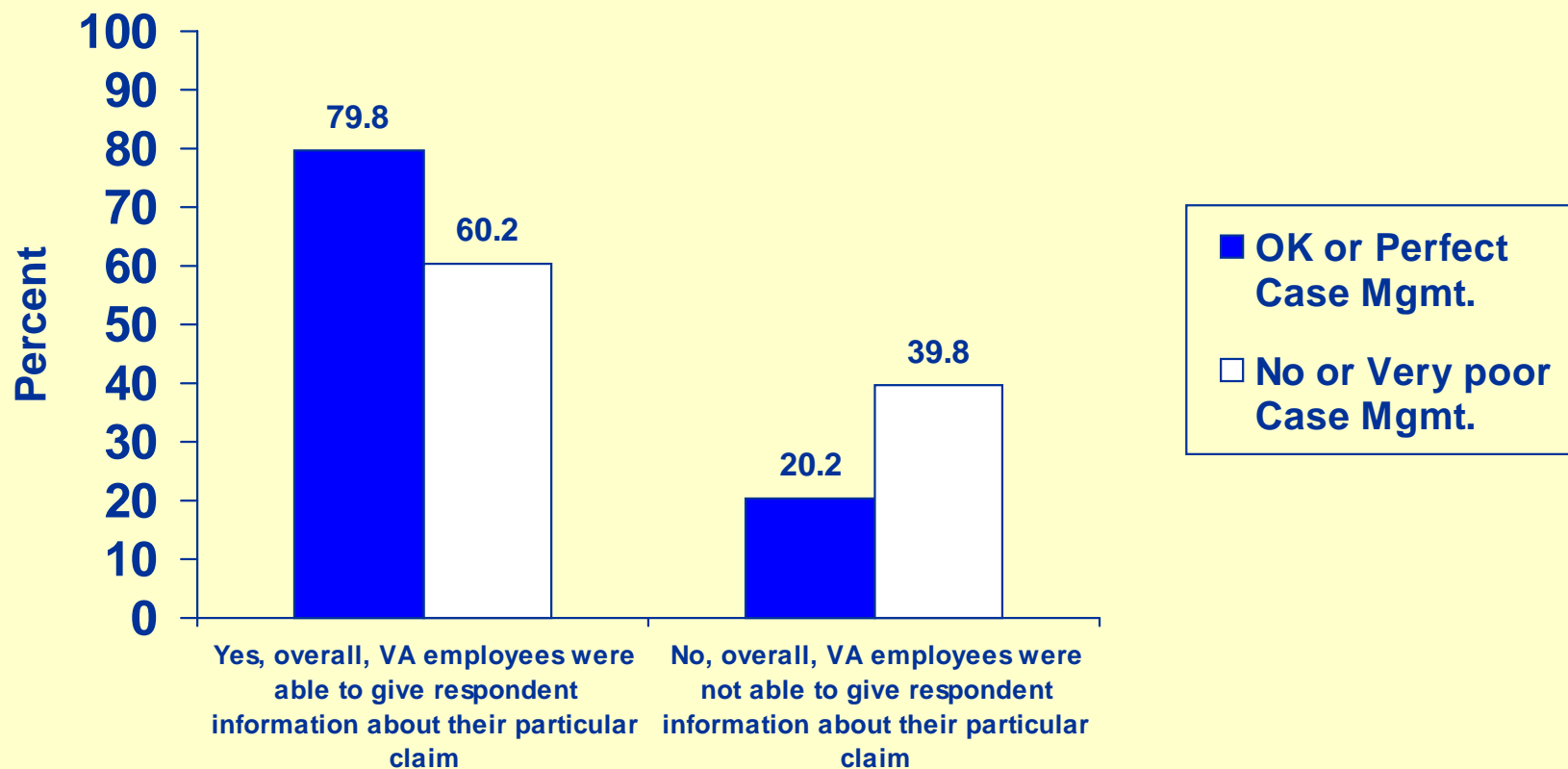
* Difference not statistically significant.

Selected Reasons for Phoning VA by Quality of Case Management

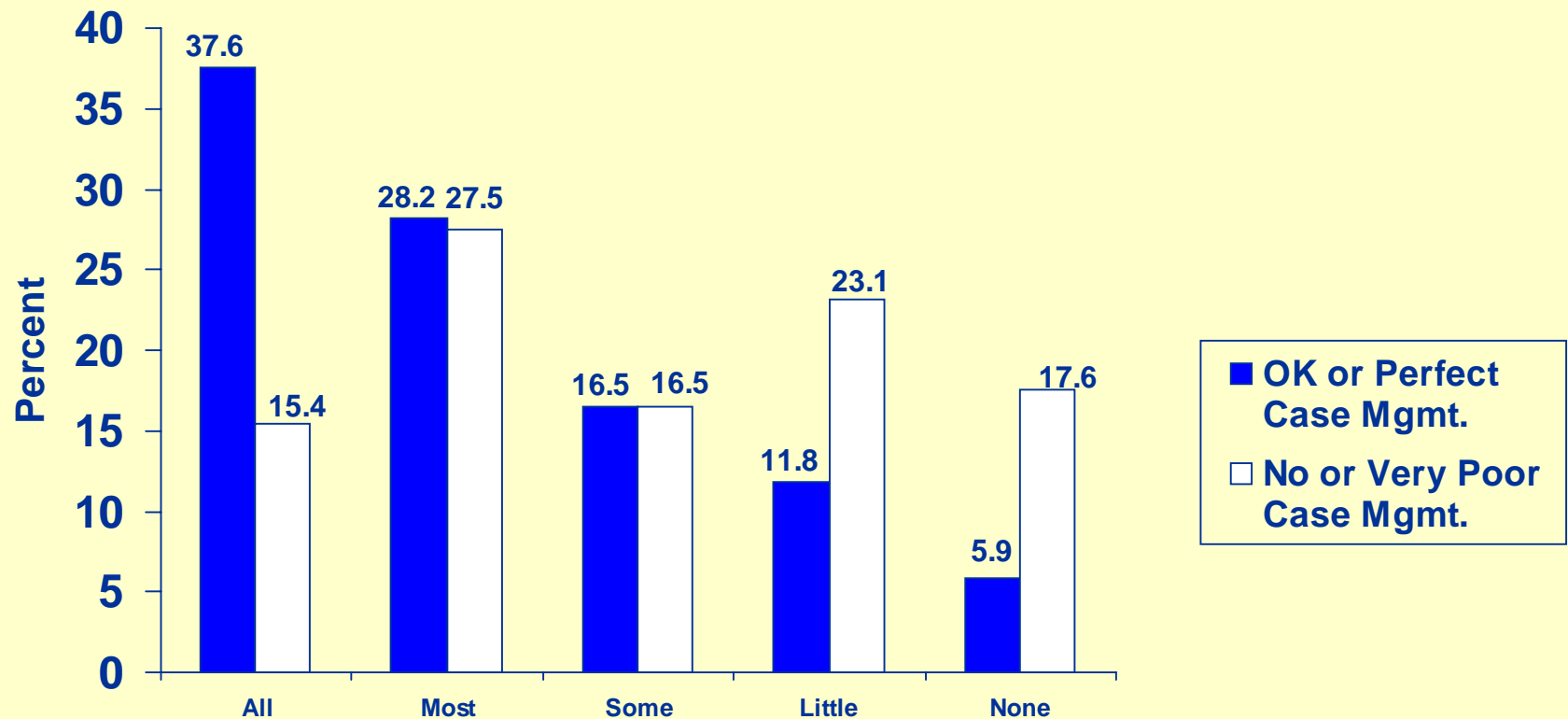


(As respondents could mark all responses that apply, the percentages may not add to 100%.)

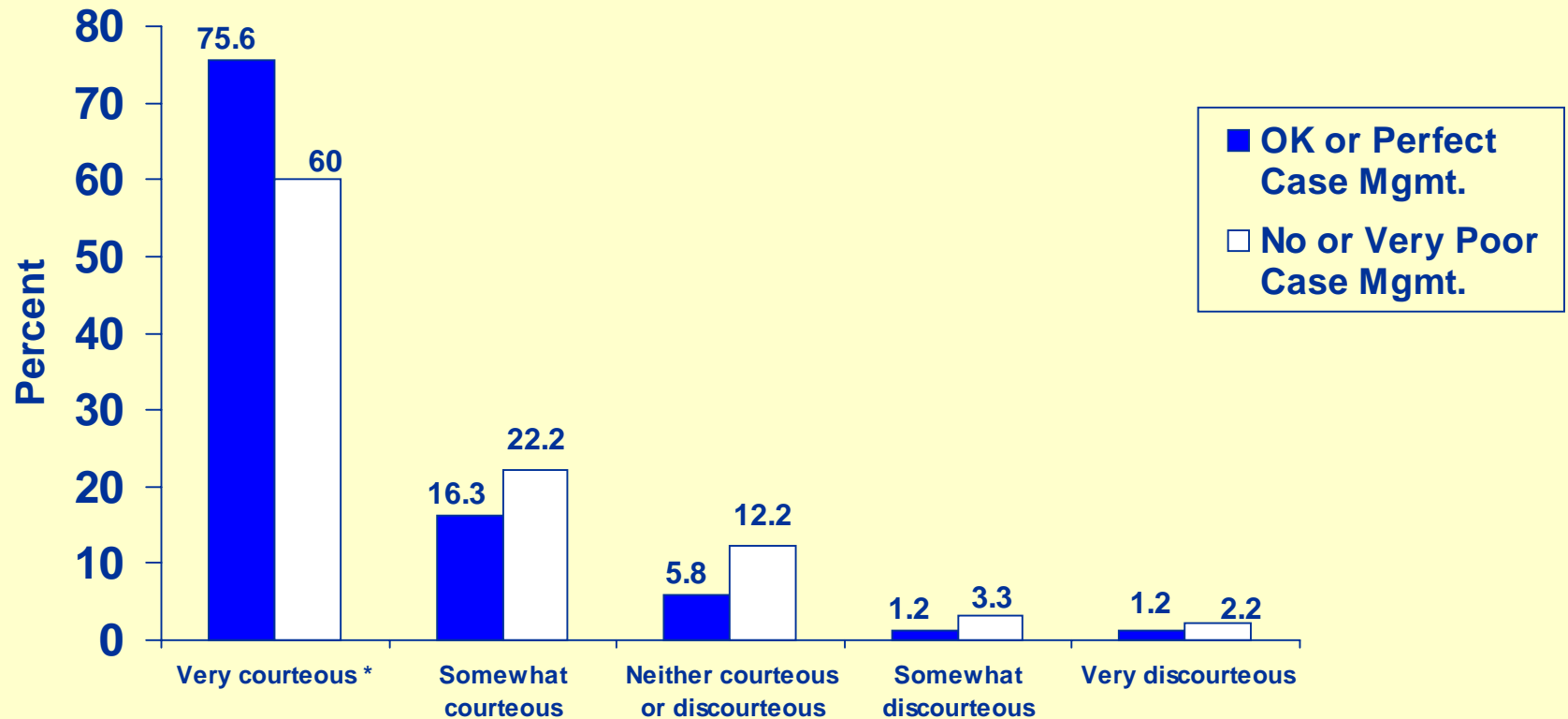
Whether VA Could Give Respondent Information About Their Particular Claim by Quality of Case Management



How Much of What Respondent Needed to Know Was Received When Phoning VA by Quality of Case Management

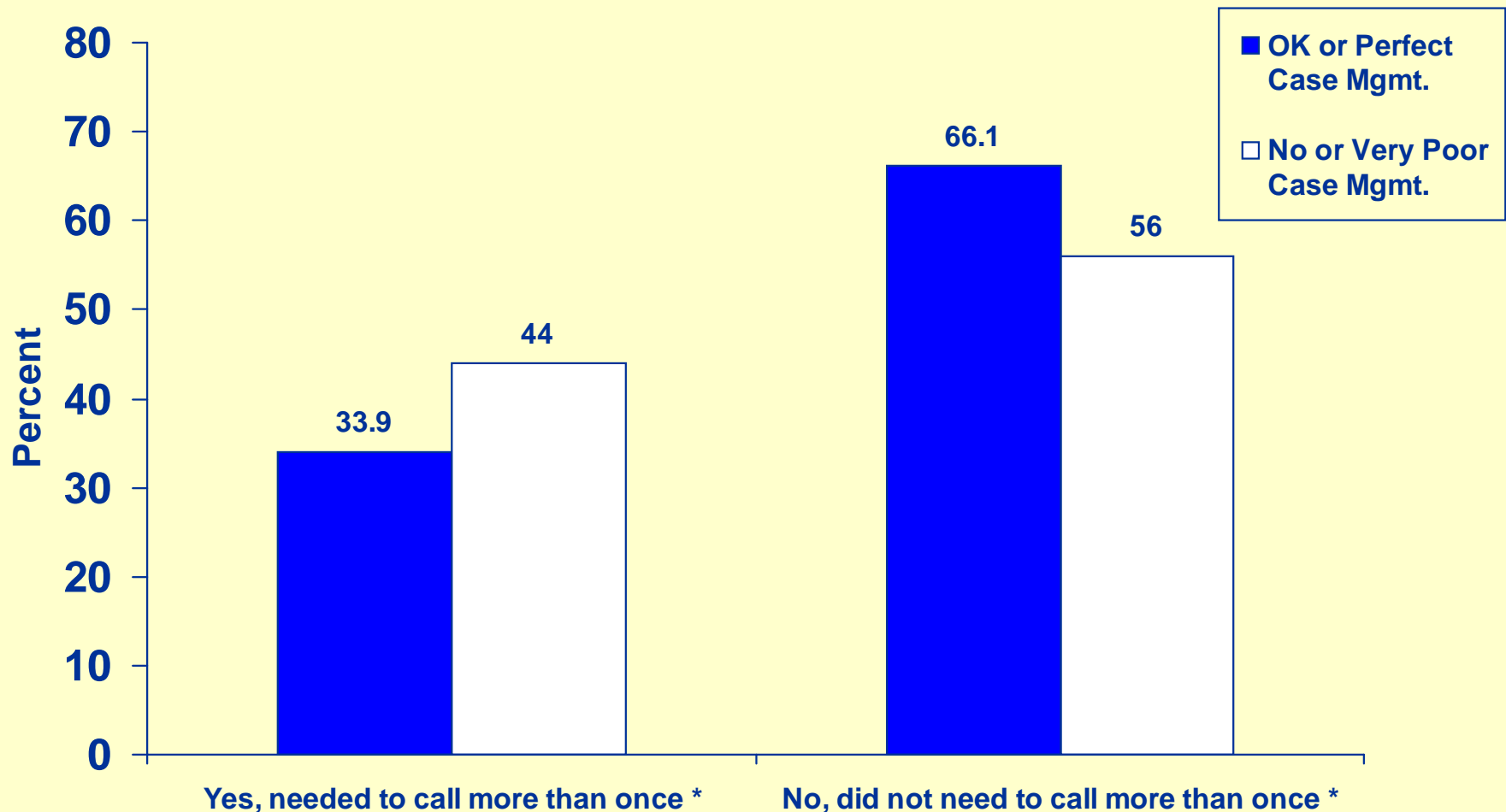


Courtesy of VA Staff on Phone by Quality of Case Management



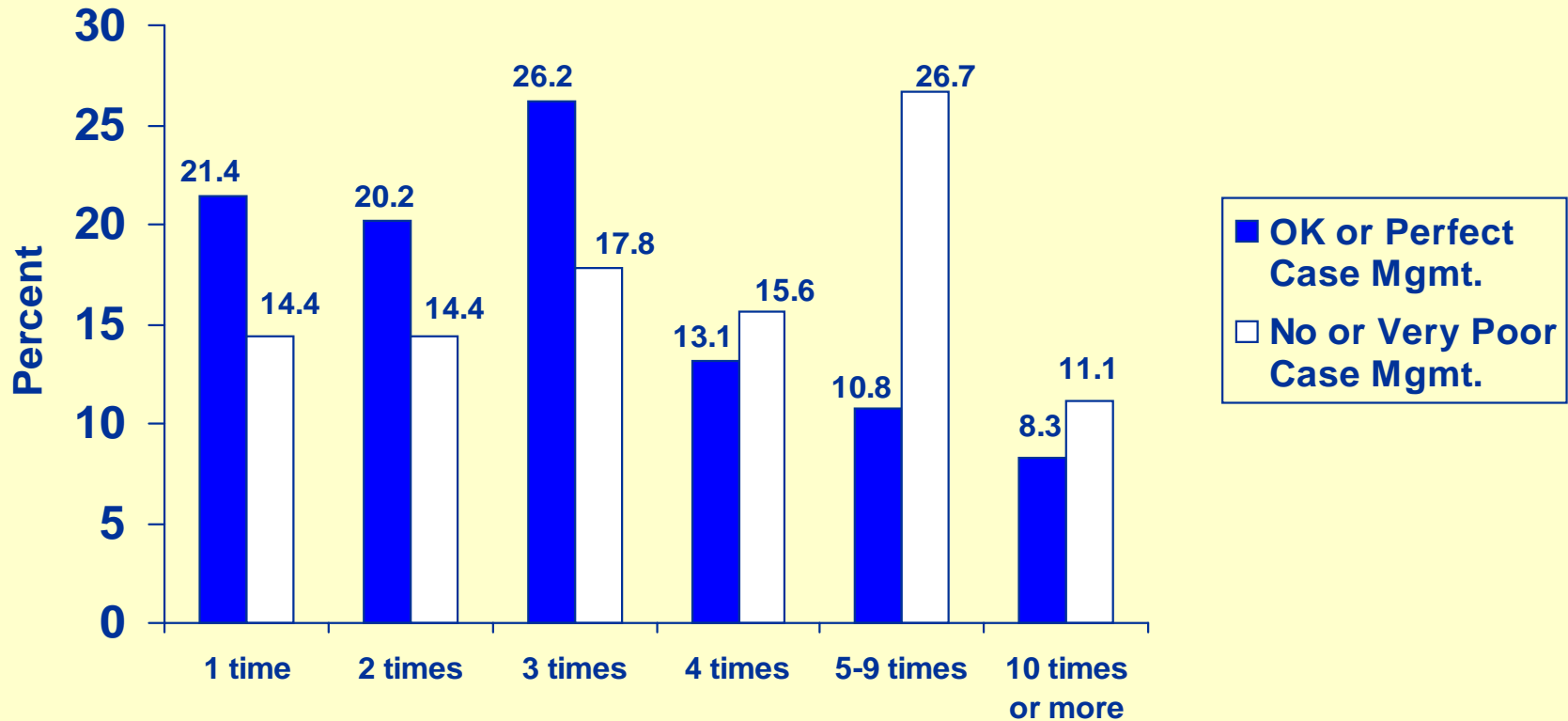
* Difference not statistically significant.

Needed to Contact VA More than Once on the Same Problem by Quality of Case Management



* Difference not statistically significant.

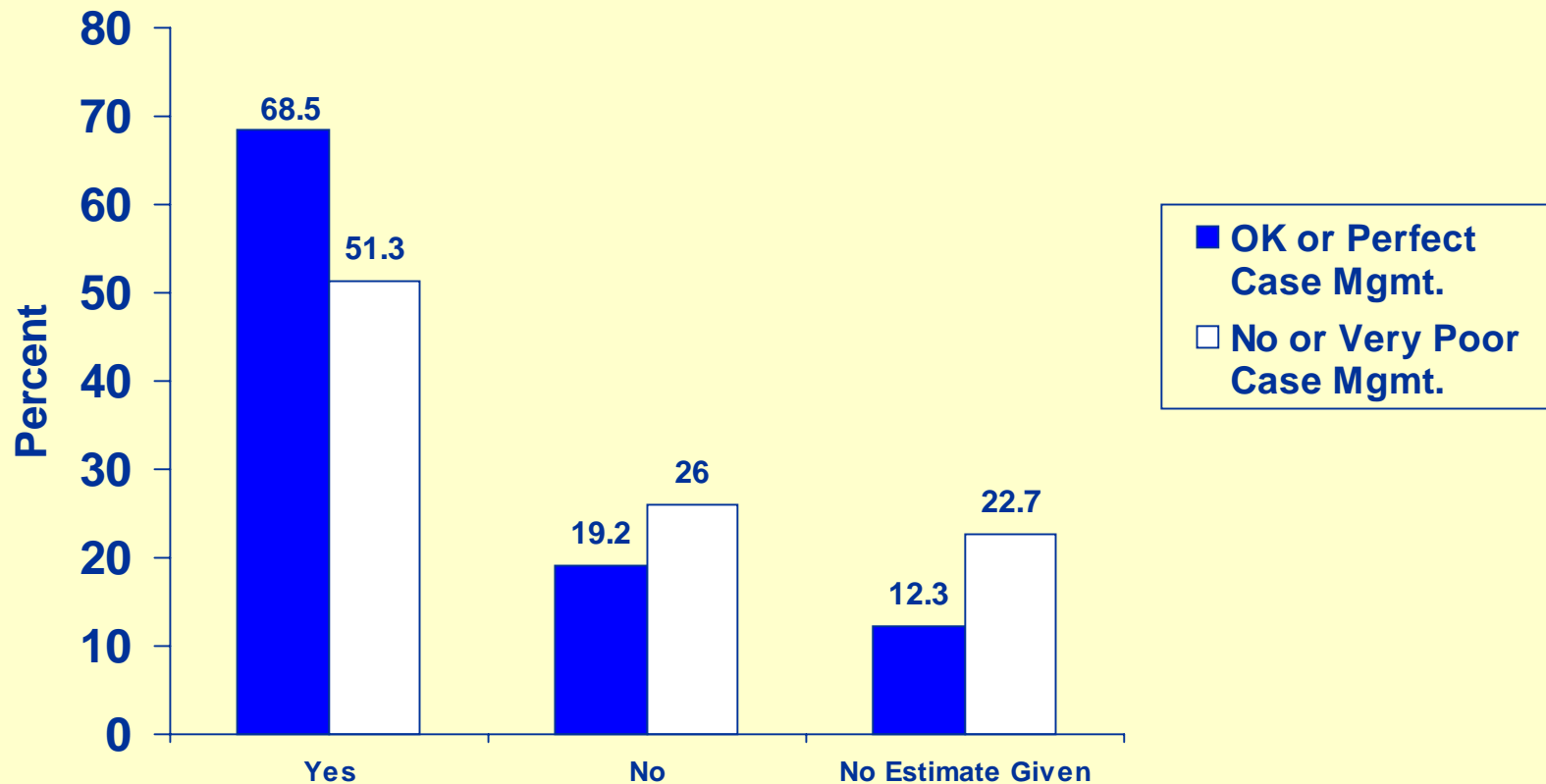
Number of Times Respondents Spoke with a VA Employee by Phone by Quality of Case Management



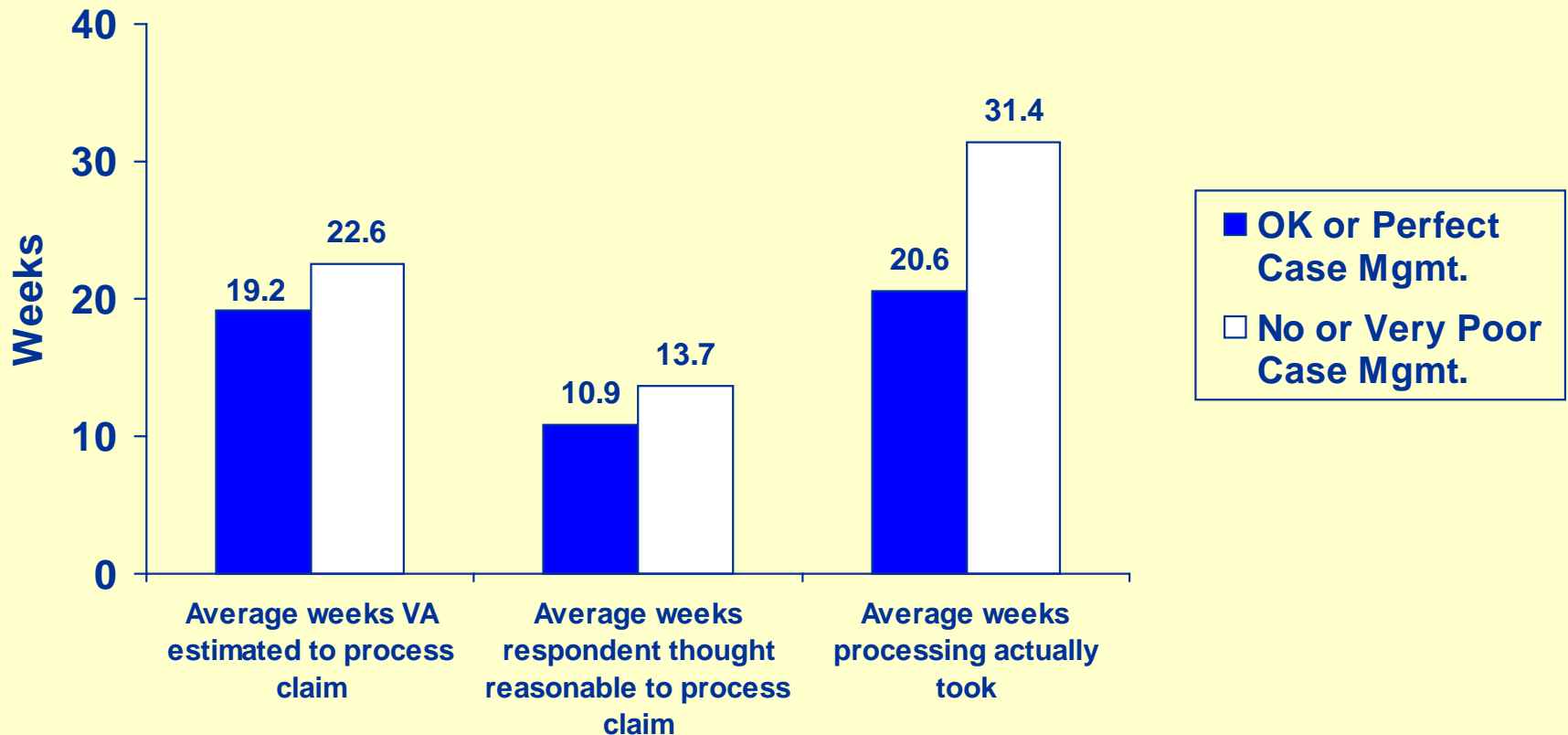
Mean Number of Contacts for OK or Perfect Case Mgmt.: 3.39
Mean Number of Contacts for No or Very Poor Case Mgmt.: 4.21

Shaping Expectations of Timeliness

Percent of Respondents Receiving a Realistic Estimate of How Long the Claim Would Take to Process by Quality of Case Management

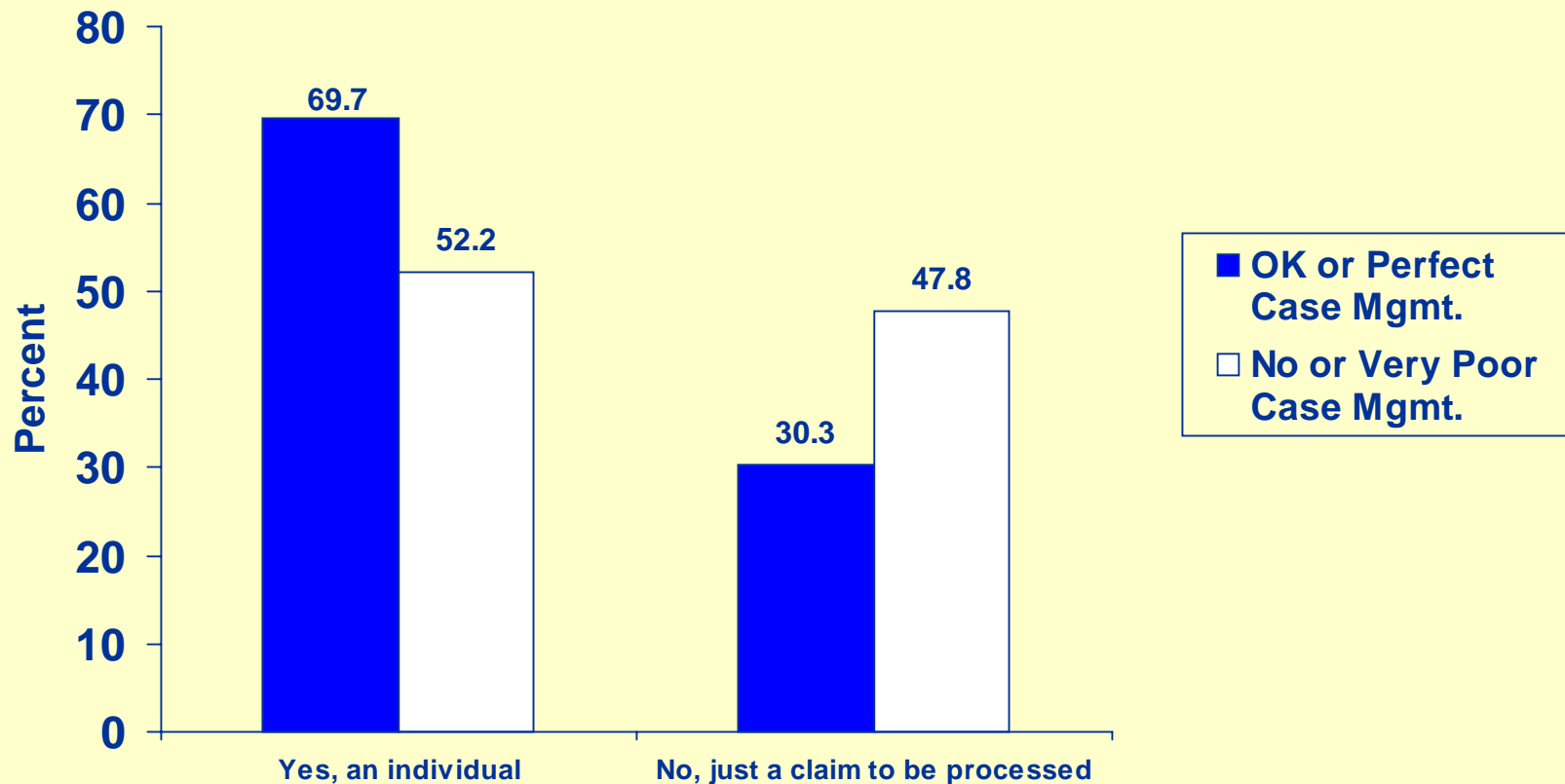


Average Weeks VA Estimated to Process Claim, Average Weeks Respondent Thought Reasonable, and Average Weeks Processing Actually Took by Quality of Case Management

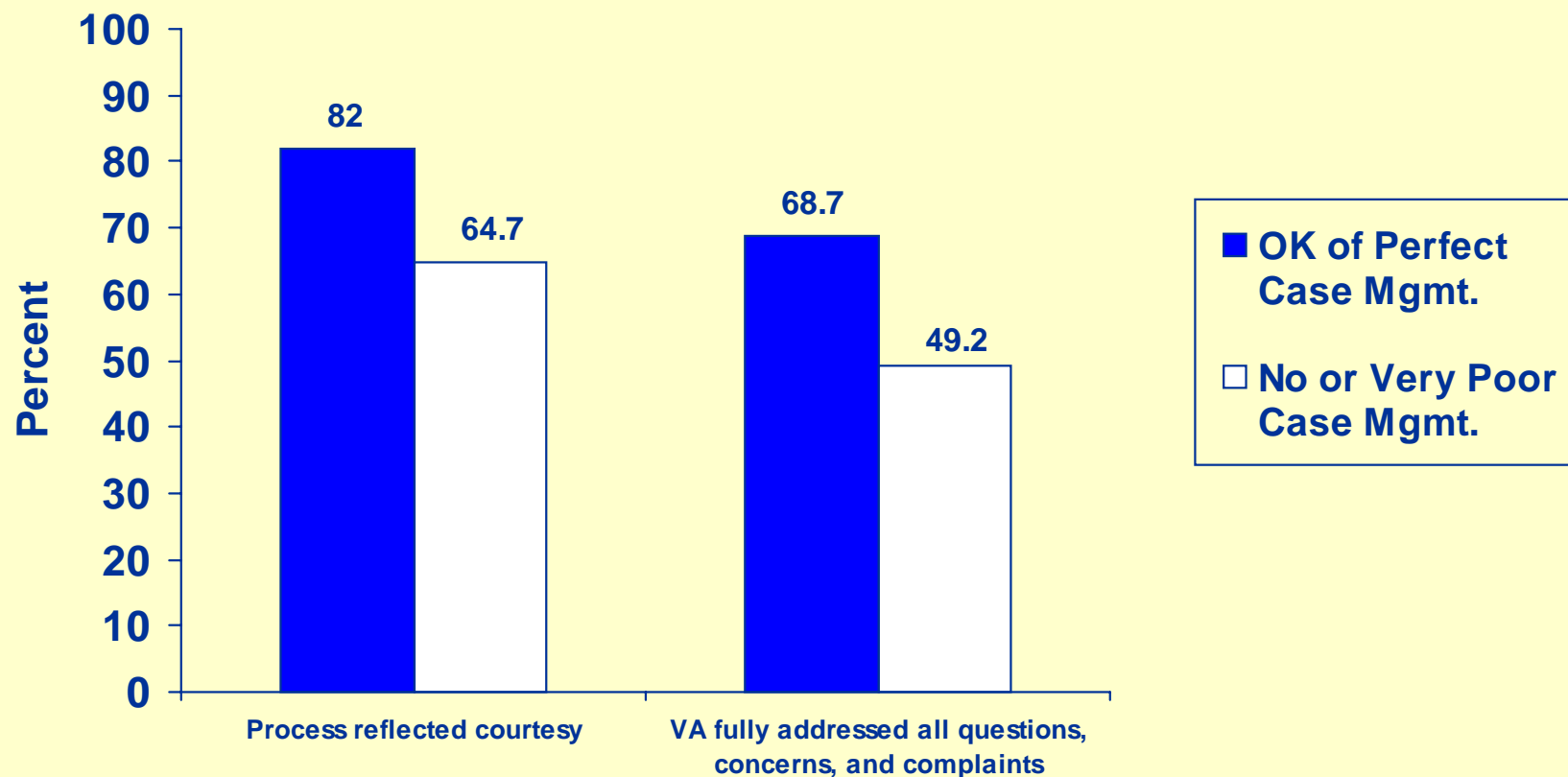


Overall Impressions of the Process

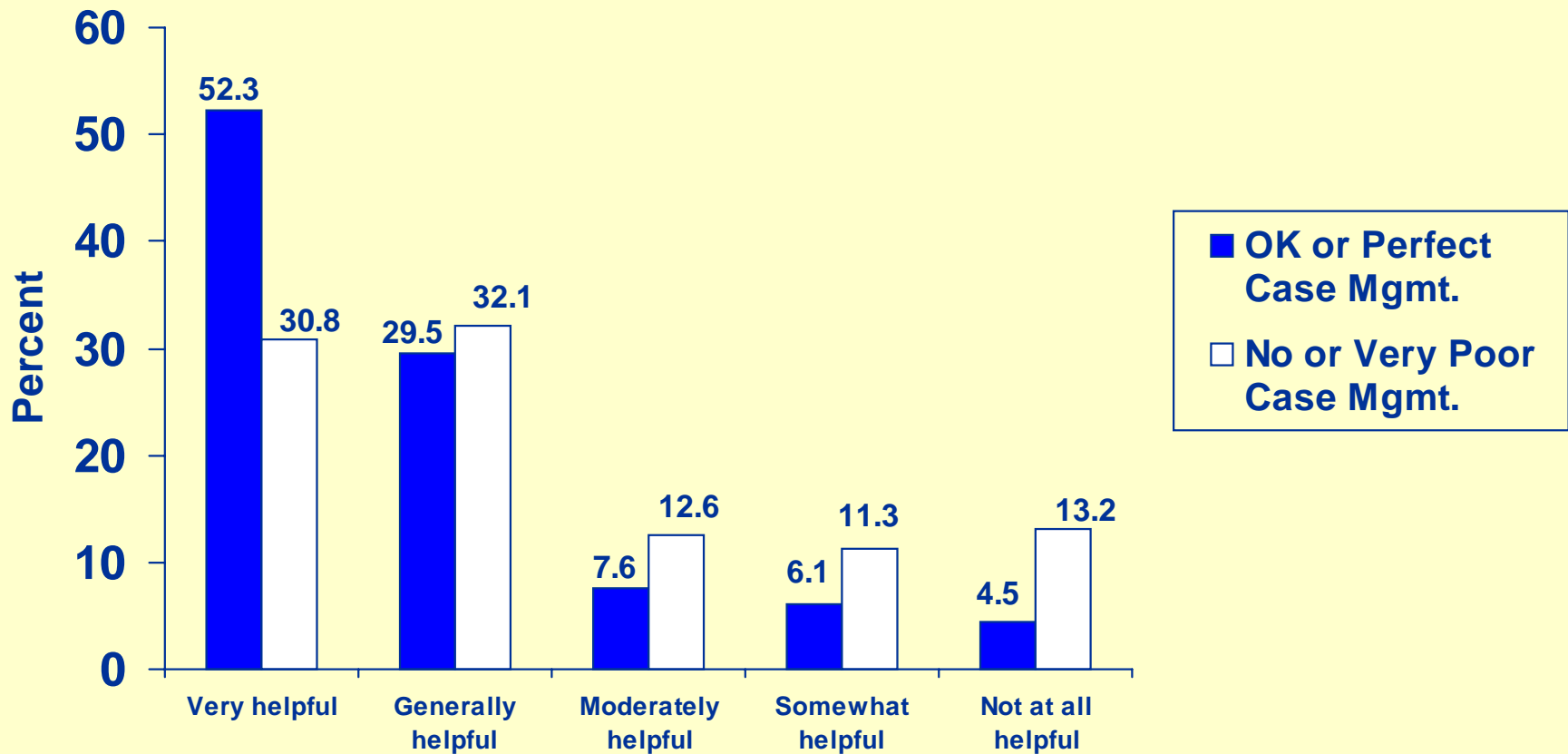
Impression of Whether VA Treated Claimant as an Individual, or “Claim to be Processed” by Quality of Case Management



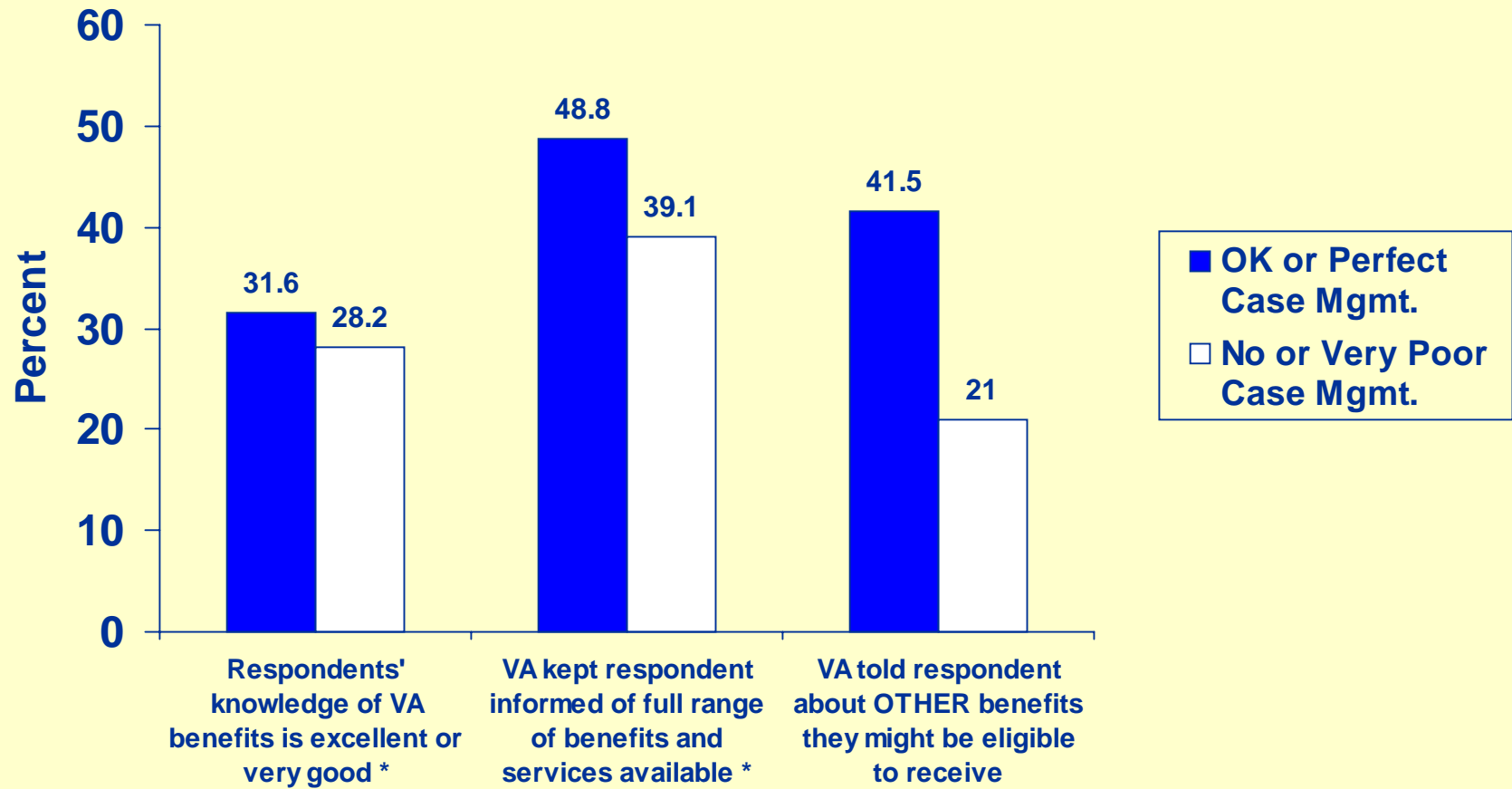
How Well Did the Claims Process Reflect the Courtesy Due a Veteran and Whether the VA Fully Addressed All Respondent's Questions, Concerns, and Complaints by Quality of Case Management



Helpfulness of VA Staff by Quality of Case Management



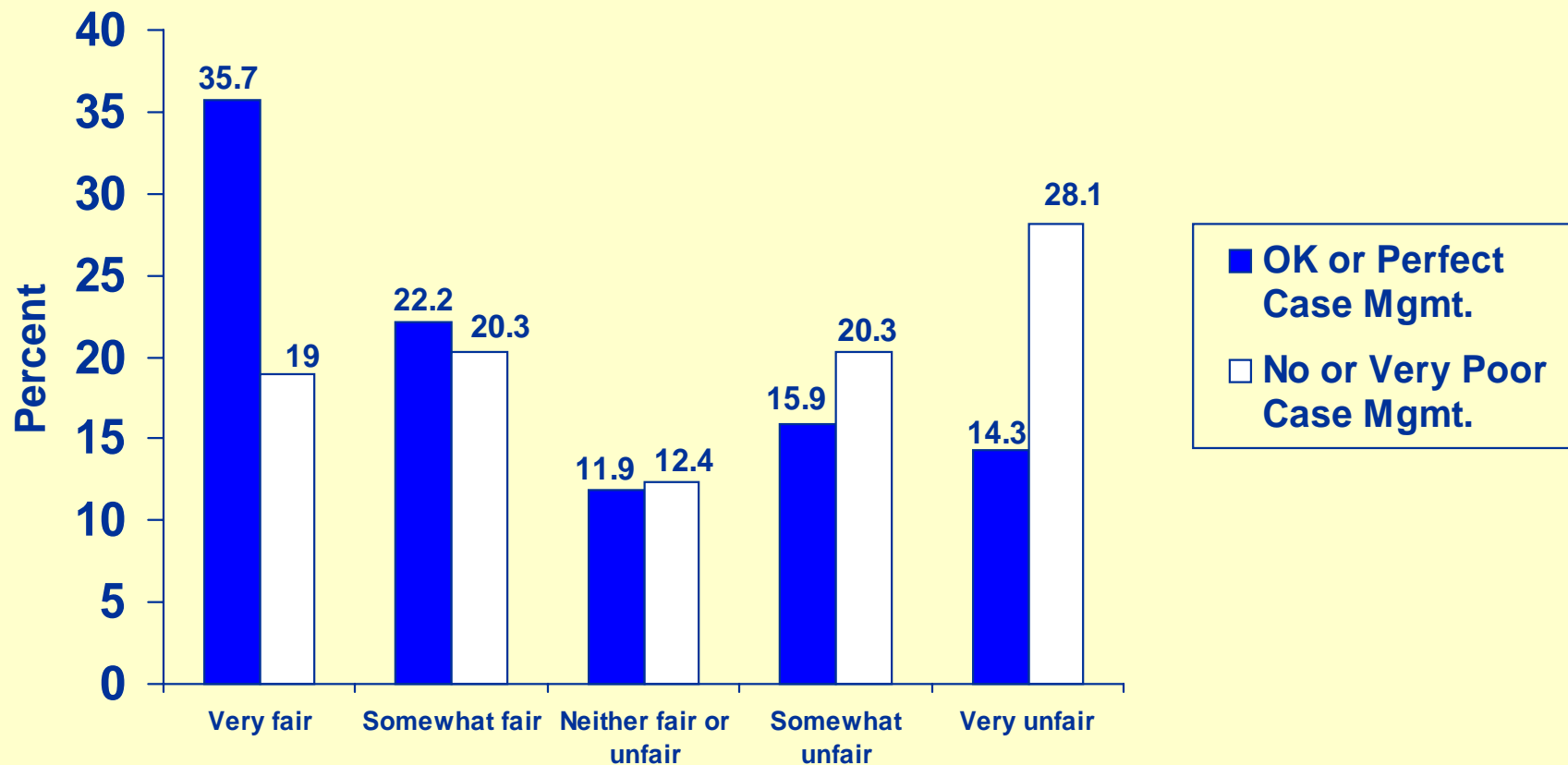
Selected Performance Issues by Quality of Case Management



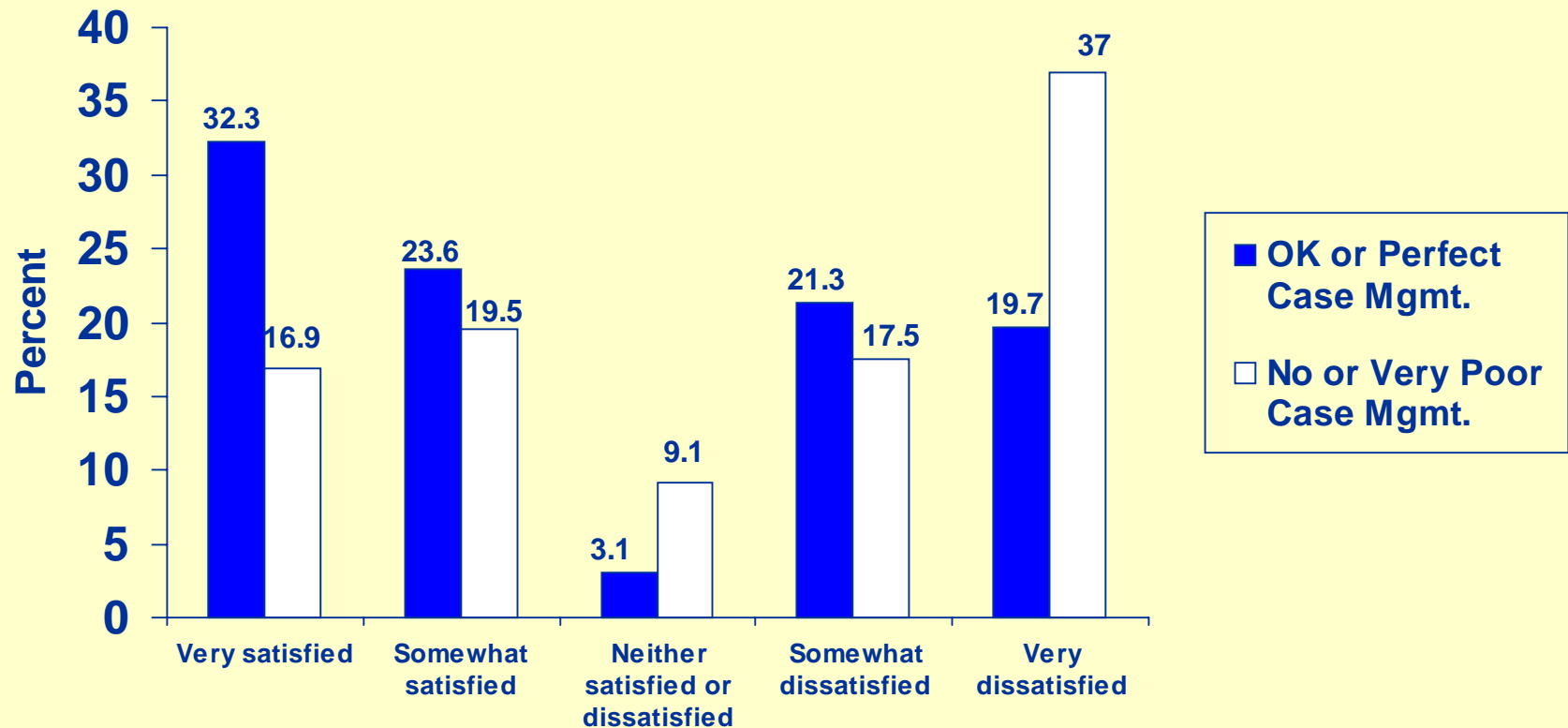
* Difference not statistically significant.

Fairness and Satisfaction with Decision

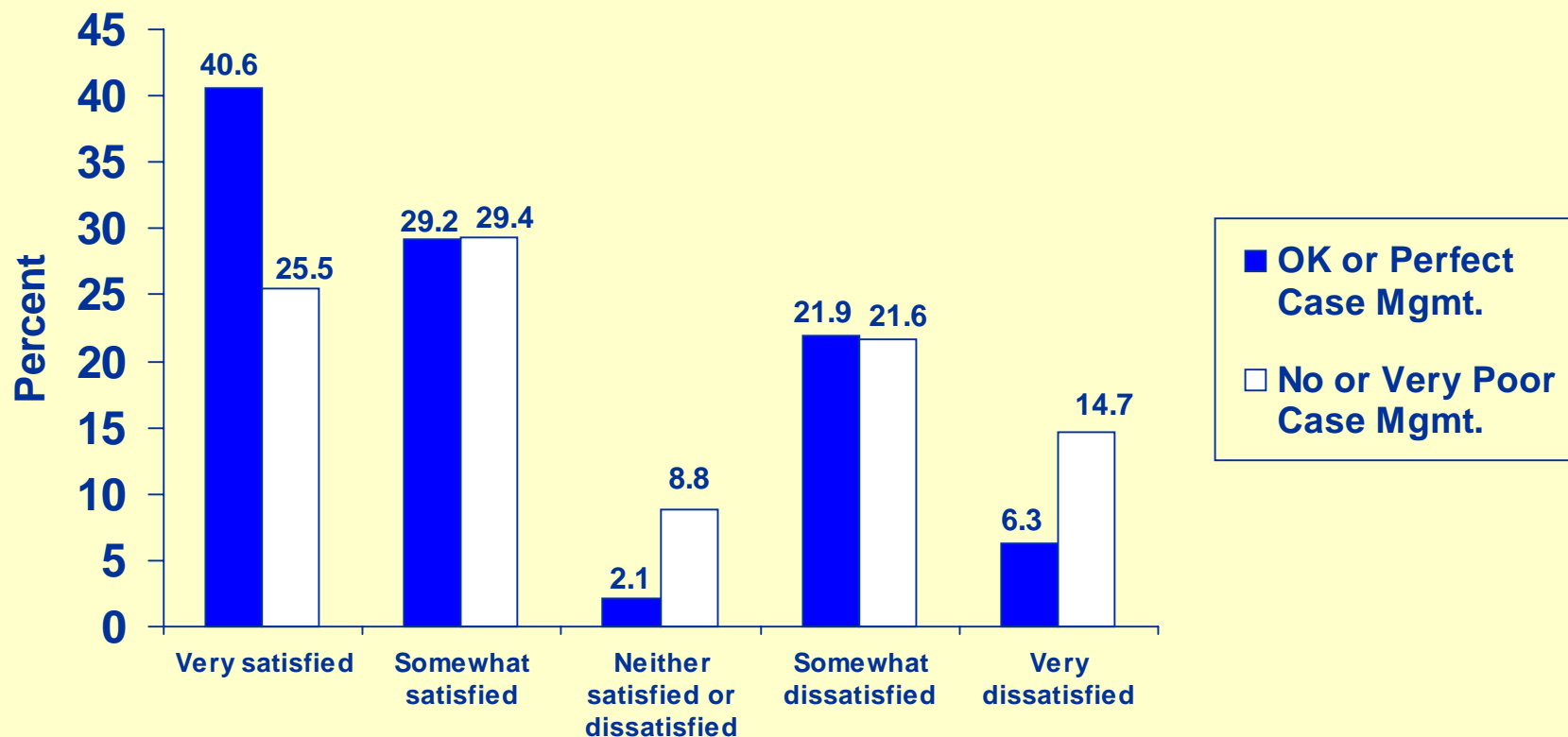
Fairness of Claim Evaluation by Quality of Case Management



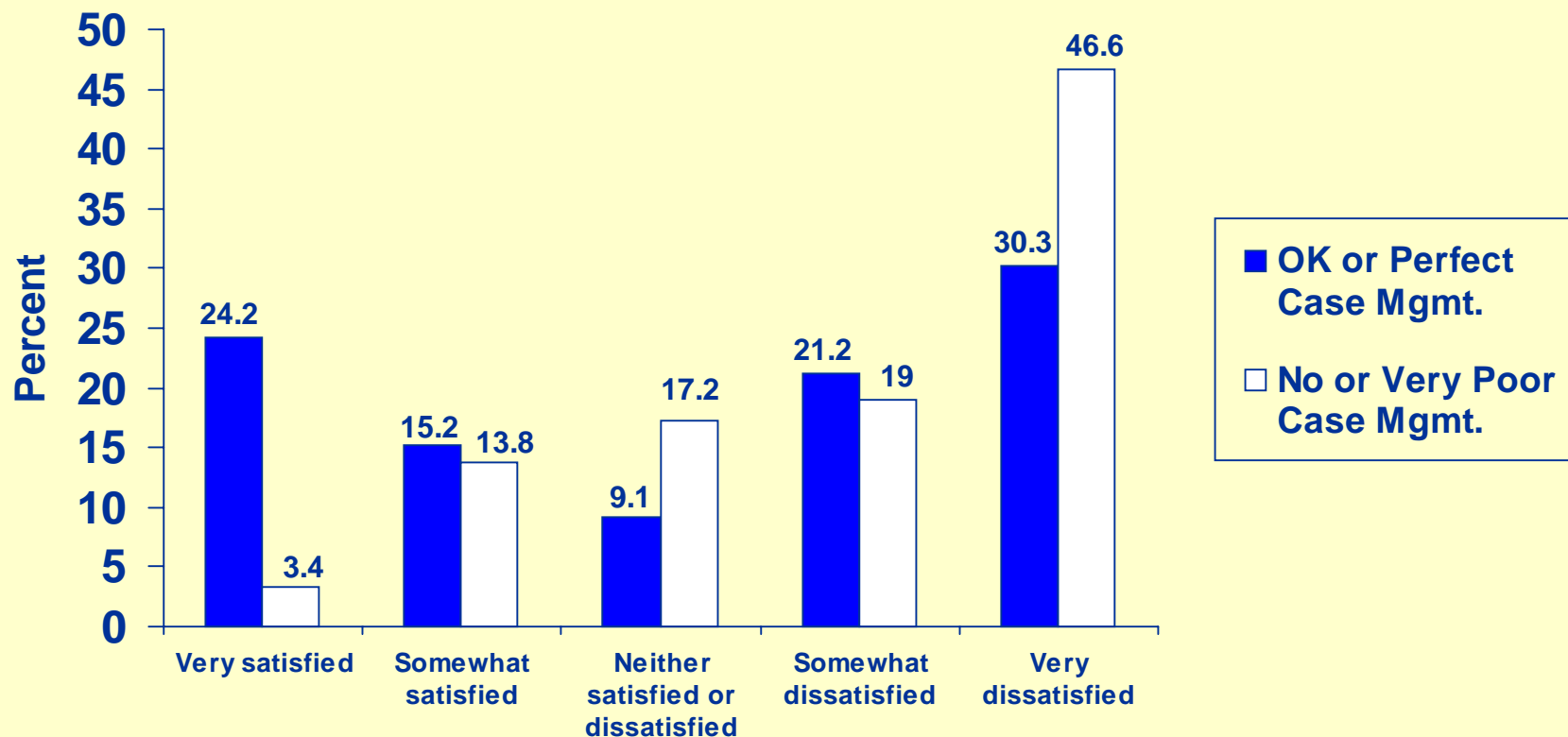
Satisfaction With The Decision on Claim by Quality of Case Management



Satisfaction With VA's Decision Regarding Claim Among Granted Claimants by Quality of Case Management



Satisfaction With Handling of Claim Among Denied Claimants by Quality of Case Management



* Difference not statistically significant.

Whether Claimant Filed a Notice of Disagreement (NOD) or Appeal Following the Decision by Quality of Case Management

